

## HIGH AVAILABILITY MULTI-TENANT FEATURE

A multi-tenant call-center system and method of configuring and monitoring. The system includes a plurality of telephone lines, a plurality of agent positions, a call distribution system connecting the plurality of agent positions to the telephone lines, a call management system connected to the call distribution system. The call management system includes a storage system for storing database files, processes and configuration files, a memory system for processing the database files and configuration files and running selected processes stored on the storage system, a configuration server for reading the configuration file and starting selected processes according to multi-tenant inter-process dependencies and process priorities, and a monitor process for monitoring each of the started processes according to a respective monitor frequency in the configuration file.